



QUALITY AND COMPLIANCE

Quality & Compliance Program

Communication Directory

July 2015



Family Dollar Quality and Compliance Contacts

Store Support Center & Domestic Import/Domestic Q&C Execution

Family Dollar Stores, Inc.
Quality and Compliance
10401 Monroe Road
Matthews, NC 28105

Product Testing and Inspections for Domestic Import/Domestic:

qualityandcompliance-domestic@familydollar.com

Factory Certification for Domestic Import/Domestic:

QualityandCompliance-FactoryCertificationDomestic@familydollar.com

Direct Import Execution

Hong Kong Office

Tar Heel Trading International HK Ltd
Unit C & D, 30th Floor, Legend Tower
7 Shing Yip Street
Kwun Tong, Kowloon, Hong Kong

Shenzhen Office

Shenzhen Tar Heel Information Consultancy Ltd
11th Floor, West Block
Skyworth Semiconductor Design Building
#18, 4th South Gao Xin Road
High Tech Park, Nanshan District
Shenzhen City, 518057, Guangdong Province, CN

Product Testing and Inspection for Direct Imports:

qualityandcompliance-directimport@familydollar.com

Factory Certification for Direct Imports:

QualityandCompliance-FactoryCertificationDI@familydollar.com

Bureau Veritas (BV) Contacts

BV Onsite Representative (US) : Robert “Robbie” Moss

Tel: 704-814-5631 (office) 704-989-4449 (cell)

robert.moss@us.bureauveritas.com

Asia Contact

BV Office: Katy Lo

Tel: (852) 2494-5818

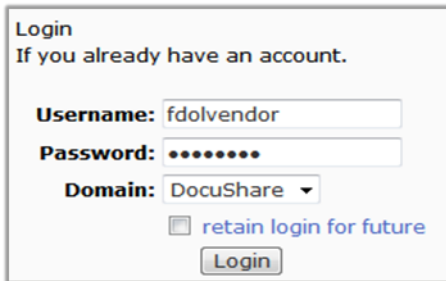
Katy-wc.lo@hk.bureauveritas.com

Additional contact information can be found at the BV website:

<http://docushare.cps.bureauveritas.com/docushare/dsweb/HomePage>

To access additional contact information and testing protocols for BV:

1. Using the website above, at the log in screen, enter the Family Dollar user name and password:



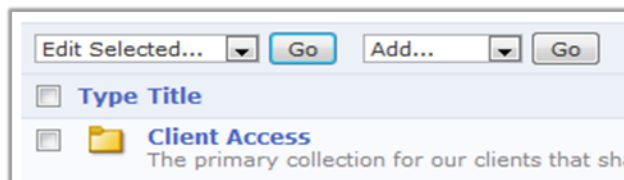
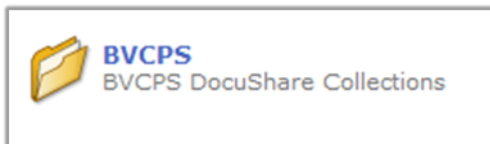
User Name: fdolvendor

*Password: fdquality14

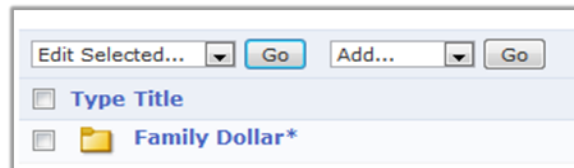
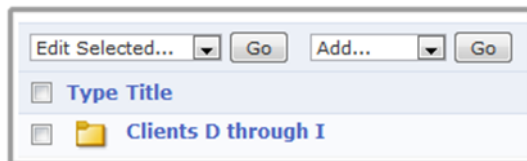
*Log in information may change periodically.

Contact the BV Rep noted above or your Family Dollar US or Tar Heel contact for any issues.

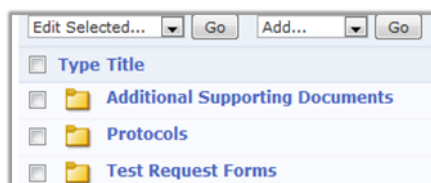
2. At the welcome screen, select "BVCPS", then select "Client Access".



3. Under Client Access, select “Clients D through I”, then select “Family Dollar”



4. From the Family Dollar folder, select Additional Supporting Documents, then select the contact list, or choose Protocols.



Intertek (ITS) Contacts

ITS Sr. Director, Business Development (US)
John Luzzi
Direct Tel: +1 973 445 2831
Email: john.luzzi@intertek.com

ITS Onsite Project Coordinator (CN)
Jenny Zhou
Direct Tel: +86 0755 8250 3364
Email: jenny.x.zhou@intertek.com

Additional contact information for ITS can be found at their website:

<https://getprotocol.intertek.com/FD/default.aspx>

To access contact information and testing protocols for ITS:

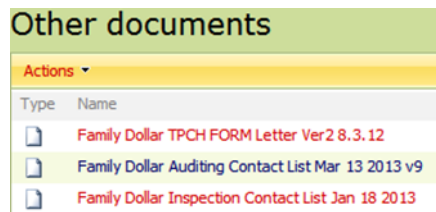
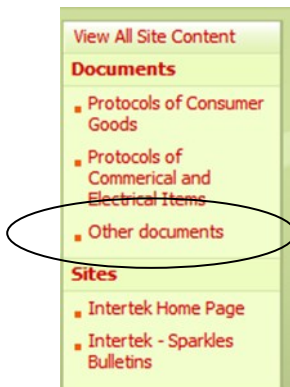
1. In the pop up window, enter the Family Dollar log in name and password:

Note: Password changes every 4-6 weeks. Contact John Luzzi at email above for current password.

Log in name: LT\b.d.f

Password: **See note above**

2. Choose "Other Documents" ; the contact lists are on the list of documents that appears.



3. Choose Protocol links below:

